

Job posting preview

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Bulletin Number	45978BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Children and Family Services
Position Title	ELIGIBILITY WORKER I
Exam Number	T9178A
Filing Type	Standard
Filing Start Date	11/06/2014
Filing End Date	11/07/2014
Filing End Time	5:00 pm PST
Salary Type	Monthly
Salary Minimum	\$2728.36
Salary Maximum	\$3289.09
Benefits Information	Represented Employees • Cafeteria Benefit Plan • Contributory Defined Benefit Retirement Plan • Matched Deferred Compensation & Thrift Plans • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
Position/Program Information	<p>Under close supervision, makes initial and continuing eligibility determinations for grants and public assistance programs' applicants and participants.</p> <p>This is the entry-level trainee class and positions of this class report to an Eligibility Supervisor. Eligibility Worker I distinguishes from the Eligibility Worker II class in that the latter class is a journey-level class and Eligibility Worker I receives on-the-job training. On-the-job training includes practical experience in interviewing public assistance applicants or participants to determine initial or continuing eligibility for public assistance grants and programs, and identifying problems requiring referral to social services staff.</p> <p>Upon completion of the one-year probationary period, incumbents are expected to be able to demonstrate the acquired knowledge and abilities necessary for advancement to the Eligibility Worker II level. Incumbents must be able to exercise interviewing and record-keeping techniques; to gather, record and evaluate client data; to understand and follow written instructions; to make arithmetic computations; and deal effectively with the public.</p>
Essential Job Functions	<ul style="list-style-type: none"> Obtains, clarifies, and verifies a client's financial, personal, and social information in order to correctly and accurately determine a minor's eligibility to receive public assistance by interviewing the client, in person or over the telephone; contacting agencies, insurance companies, businesses, schools, County staff, supervisors, etc; and applying the provisions of the public assistance program (e.g., foster care, CALWORKS, Social Security Income, etc.). Analyzes and evaluates a client's financial, personal, and social information in order to correctly and accurately determine the minor/participant eligibility to receive financial assistance for foster care placement by interpreting and applying the provisions of the public assistance programs.

- Determines the eligibility of a minor/participant in order for him/her to receive the appropriate type of aid from various public assistance programs by applying the provisions of those programs.
- Computes budgets, benefits, and special payments in order to provide the correct amount of assistance by applying the provisions of the public assistance programs and using a calculator and appropriate computer software programs.
- Assists clients, social workers, and the general public in completing necessary documents (e.g., applications and declaration forms) to ensure the information is complete and accurate and according to the provisions of the public assistance program.
- Explains to participants, individuals from County and outside agencies, and the general public a variety of information (e.g. legal rights and responsibilities, types of public assistance, requirements of a public assistance program, etc.) by orally conveying critical information clearly and concisely or providing written information (e.g., instructions and pamphlets) to ensure that the participants are properly informed about their eligibility and benefits and that any information provided or received is complete and accurate according to the requirements of the public assistance program.
- Enters, verifies, and corrects numerical and textual data to ensure the correctness and accuracy of a client's information by operating several computerized systems, reviewing computer-generated documents and forms, and following department policy and procedures.
- Documents information received and actions taken (e.g., determinations, referrals and requests made, agreements reached, supplementary comments, court orders, etc.) by maintaining hardcopy data using a manual filing system and electronic data using various computerized systems (e.g., LEADER, CWS/CMS) in order to comply with the requirements of the public assistance programs.
- Prepares correspondence, records, reports, and standardized forms by using various software programs or filling out standard forms by hand in order to document and record client information, process eligibility requests, facilitate data entry, etc. in accordance with the provisions of the public assistance program. Prepares various correspondence including memoranda, emails, and reports to respond to inquiries, document policies/procedures, document a case's results, etc.
- Identifies a client's need for other social services, provides a client pertinent information, and refers a client to various agencies and community resources in order to provide the individual the most appropriate public assistance (e.g. in health housing, food, employment, child care, and transportation) by following the provisions of the various public assistance programs.
- Collaborates with other County programs, public and private agencies, and community agencies (including law enforcement and other emergency services) by communicating and interacting with the appropriate individuals in order to ensure prompt and efficient delivery of social services for the client.

Requirements**ONLINE FILING ONLY****SELECTION REQUIREMENTS:**

Completion of 60 units of work in an *accredited college.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to use an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information	In order to qualify applicants must submit a legible copy of their official transcripts, diploma or degree within fifteen (15) days from the date of filing.
Accreditation Information	Accreditation: *Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as <u>American Universities and Colleges</u> and <u>International Handbook of Universities</u> are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by <u>The National Association of Credential Evaluation Services</u> or the Association of International Credential Evaluators, Inc. (AICE).
Examination Content	<p>This examination will consist of a written test weighted 100% that contains both computerized and paper-and-pencil components covering Written Expression, Reading Comprehension, Data Analysis and Decision Making, Office Practices and Procedures, Customer Service, Achievement Orientation, Conscientiousness, Customer Service Potential, Customer Focus, Dependability, and Retention.</p> <p>IN ACCORDANCE WITH CIVIL SERVICE RULE 7.19, THE WRITTEN TEST MATERIALS ARE STANDARDIZED AND COPYRIGHTED; AND THEREFORE, NOT SUBJECT TO REVIEW.</p> <p>Candidates who have taken the identical written test(s) for other exams within the last 12 months will have their written test scores for the identical test part(s) automatically transferred to this examination.</p> <p>This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least a year.</p> <p>All notifications (e.g. Notice of Non-acceptance, Notice of Results, etc) will be mailed via United States Postal Services (USPS).</p> <p>Candidates must achieve a minimum passing score of 70% or higher on the written test in order to be placed on the eligible list..</p>
Special Information	<u>FINGERPRINTING CLEARANCE AND BACKGROUND INVESTIGATION:</u> All Department of Children and Family Services employees are fingerprinted and subject to criminal background check by the State Department of Justice and Federal Bureau of Investigation. Employment/Promotion is contingent upon passing the background checks. An individual with job-related convictions defined by the County policy (PPG 514) of a "sensitive position" may be withheld from appointment or may be discharged.
Vacancy Information	The eligible list resulting from this examination will be used to fill vacancies throughout the Department of Children and Family Services.
Eligibility Information	<p>The names of candidates receiving a passing grade in the examination will be placed on the eligible list in the order of their score group for a period of twelve (12) months following the date of promulgation.</p> <p>Applications will be processed on an as received basis and promulgated to the eligible list accordingly.</p> <p>NO PERSON MAY COMPETE IN THIS EXAMINATION MORE THAN ONCE EVERY TWELVE (12) MONTHS.</p>
Available Shift	Any

**Application and
Filing
Information****Online Filing Only:**

Applicants are required to submit a standard Los Angeles County Employment Application online to be considered for this examination. Paper applications and/or resumes cannot be accepted in lieu of online application .

All applicants MUST complete the filing process ONLINE (via electronic submission). Applications will be not accepted by mail, fax, or in person.

Applicants must submit their applications and required documents at the time of filing. Applicants who submit the application and all required documents after the filing period will be rejected and will not be able to compete in the examination process.

Note: If you are unable to upload required documents to your online application, you may fax them to (213) 738-6470 within fifteen(15) days from the date of filing . Please include exam title, exam number and your name on the documents.

The acceptance of your application depends on whether you have **CLEARLY** shown that you meet the **SELECTION REQUIREMENTS**. Please fill out the application completely and correctly to receive full credit for any related education, training, and job experience. For each job held, give the name and address of your employers, your job title, beginning and ending dates, description of work performed, and salary earned. All information supplied by applicants is subject to verification. We may reject your application at any time during the selection process.

SOCIAL SECURITY NUMBER:

All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e. 000-00-0000, 111-11-1111, etc) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT LIBRARIES:

For candidates who may not have regular access to a computer or the Internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING USER ID AND PASSWORD:

All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**County of Los
Angeles
Information**

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin

Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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Job Field	Social Services
Job Type	Administrative Support

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